

eSponsorship Application & Training – eSAT



Frequently Asked Questions

General Questions

Which Internet browsers are supported?

- Microsoft Internet Explorer 9, 8 and 7
- Mozilla FireFox 3 and up
- Google Chrome
- Apple Safari 5

Sponsor Questions

Which URL should I use for eSAT?

- Begin at <http://apps.militaryonesource.mil/esat>.
 - Shut down all your open browser sessions before accessing eSAT.
 - Check the security settings in your browser and make sure that the SSL 2.0, SSL 3.0 and TLS 1.0 checkboxes are selected.

If I do not have a Common Access Card, or CAC, can I still take the training and obtain the materials?

There is a public version of eSAT that is not CAC-enabled. It is accessible on the [Military OneSource eSponsorship Training web page](#).

This unsecured, public version contains a training module, a sponsor duty checklist, a comprehensive needs assessment checklist and sample welcome letters for your use.

I seem to be unable to find my command in the installation drop down menu?

Please carefully review the installation and unit lists. If the installation or unit is not included, select “No Unit”. Your Service Representative has provided an approved list of units for this application.

Why did you disable the communications portion of the application?

“In response to feedback from sponsors and others, DoD in concert with the services determined that Military Community and Family Policy will continue to host sponsor training and tools but not the communications function that links sponsors with newcomers. The communications piece of the process will be done by sponsors/commands in accordance with service sponsorship policy. The change will ensure that the services have full awareness and oversight of their sponsorship process. Please continue to communicate with your transferring service member according to your service policy.”

I am a unit leader and would like to access reports.

You can do this by applying for access to the [Defense Installation Messaging System](#) website. Once on the home page you must “Agree” with the terms and conditions and then select “Proceed to Login.” When you go into DIMS the system will automatically detect if you are in the system. If you are not, a “No Access” screen will appear. In the middle of the message, click on the red “Click Here.” This takes you to the “Account Request” page for you to fill in your personal information.

The registration process requires the new user to select a role. On this screen the “User” box has already been checked as every registrant is a user. The new user is required to select their role, as well as the “Reports and Statistics” box to be able to view the information behind the “Reports” tab in DIMS. Unit leaders should ONLY select the role of unit leader. The final step in the registration process is to select the installation or installations for which you want access. You must select at least one installation.

Once approved, you will have the ability to view two eSAT reports:

1. The Sponsors Trained by Installation report lists the sponsors who have completed training and registered in eSAT.
2. The Sponsors Training Feedback report shows the customer responses to the training module.

At this time, the reports are not automatically sent to anyone or to the services. You must access the system and proactively generate a report. The Relocation Assistance Program manager in the military and family support center can assist you with DIMS and accessing reports and/or provide reports to you at your request.

Follow these instructions for access to DIMS and access to the Reports tab:

- Shut down all your open browser sessions.
- Check the security settings in your browser and make sure that the SSL 2.0, SSL 3.0 and TLS 1.0 checkboxes are selected.
- Apply for DIMS access at <https://apps.militaryonesource.mil/dims>.
- Select “Agree” and “Proceed to Login.”
- Follow the instructions.
- Indicate that your role is unit leader and select “Submit.”
- Select your installation and select “Submit and Return.”
- You will receive an approval email.
- Once approved, you will use the same URL <https://apps.militaryonesource.mil/dims> to access DIMS and the Reports tab.
- After the notice and consent page, select the Reports tab.
- On the Reports tab there are two eSAT reports listed on the left-hand side of the screen in the reports menu.
- Select the report you want to access.
- Check the eSAT User’s Guide available on the [eSAT application](#) to explain the report functionality.

Are there any training materials available on eSAT?

Yes. On eSAT there is a link to the User’s Guide. There is also an online learning module about eSAT available from the [oLearning application](#). An overview of eSat with a link to the unsecured, public site is available on the [Military OneSource Electronic Sponsorship and Training page](#).

Technical Questions

I received the message, “Sponsor Registration - No CAC Received.” What should I do?

Users most often receive this message when accessing/bookmarking pages within the application without consenting to application use first. Please use <http://apps.militaryonesource.mil/esat> to access the application.

- Begin at <http://apps.militaryonesource.mil/esat>.
 - Shut down all your open browser sessions before accessing the eSAT.
 - Check the security settings in your browser and make sure that the SSL 2.0, SSL 3.0 and TLS 1.0 checkboxes are selected.

After agreeing to the DoD Notice and Consent page and clicking “Proceed to Application,” I received a “Page Not Found” error. What should I do?

This error message is most commonly the result of browser or machine security settings. If you are experiencing this type of issue, please look at your security settings by following this pathway: Internet Explorer > Tools > Internet Options > Advanced Tab > Security Groupings.

Please check and make sure that SSL 2.0/SSL 3.0 and TLS 1.0 checkboxes are selected.

If one is not, check it and then restart all your browser sessions. Also try your CAC on another computer to make sure it is not a client computer issue.

If you are still experiencing problems, please use the “Feedback/Help” link in the banner of the application and include screen shots of the problem as well as a good daytime commercial phone number and your time zone.

I finished my training but could not find the print button for the certificate. I logged out of the system before I printed my certificate. How do I get back in to the training to print my certificate?

Follow these instructions:

- Go to <http://apps.militaryonesource.mil/esat>
 - Shut down all your open browser sessions before accessing the eSAT.
 - Check the security settings in your browser and make sure that the SSL 2.0, SSL 3.0 and TLS 1.0 checkboxes are selected.
- On the Welcome page click “Continue.”
- On the Sponsor Registration page there is a “Certificate” button that will take you to the certificate page.
- Download and print your certificate.